

COMPETENCY-BASED INTERVIEWING



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TRAINING CENTER



Introduction

Competency-Based Interviewing Training Course equips recruiters and hiring managers with structured techniques to evaluate candidates based on demonstrated behaviors rather than instinct alone. Organizations lose valuable time and resources when hiring decisions rely on inconsistent or biased interview methods. This course guides participants through proven competency-based interviewing techniques that improve hiring accuracy and reduce subjectivity. Furthermore, it explores how structured questioning and behavioral evidence lead to stronger, more defensible hiring decisions. Participants will learn to design interview guides, ask targeted behavioral questions, and score candidate responses consistently. As a result, they will leave equipped to conduct interviews that identify the right talent for the right roles.

Competency-Based Interviewing Course Objectives

- Apply the STAR technique to structure behavioral interview questions
- Design competency-based interview guides for specific job roles
- Use the behavioral event interview method to assess past performance
- Identify core competencies required for target positions
- Develop probing questions to gather deeper behavioral evidence
- Apply structured scoring rubrics to evaluate candidate responses
- Reduce unconscious bias through standardized interview techniques
- Align interview questions with organizational competency frameworks
- Conduct panel interviews using consistent evaluation criteria
- Document interview evidence to support hiring decisions

Course Methodology

- Interactive lectures on competency-based interviewing principles

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- Case study analysis of effective and ineffective interviews
- Hands-on workshops designing behavioral interview questions
- Role-play exercises simulating real interview scenarios
- Group practice using structured scoring rubrics
- Peer feedback on interview technique and questioning style
- Continuous Q&A throughout each session

Who Should Take This Course

- HR managers and recruitment specialists
- Talent acquisition professionals
- Hiring managers across departments
- Line managers involved in interview panels
- Learning and development practitioners
- Organizational development professionals

Competency-Based Interviewing Course Outlines

Day 1: Foundations of Competency-Based Interviewing

- Defining competency-based interviewing and its benefits
- Differences between traditional and behavioral interviews
- Overview of the STAR technique for structuring questions
- Identifying core competencies for target roles
- Linking interview questions to competency frameworks
- Common biases affecting interview decisions
- Case study: comparing structured and unstructured interviews





Day 2: Designing Behavioral Interview Questions

- Writing effective behavioral interview questions
- Applying the behavioral event interview method
- Structuring interview guides for consistency
- Designing probing questions for deeper evidence
- Aligning questions with job-specific competencies
- Avoiding leading or closed questions
- Workshop: drafting a competency-based interview guide

Day 3: Conducting the Interview

- Building rapport while maintaining structure
- Applying active listening techniques during interviews
- Managing time effectively across interview questions
- Handling vague or incomplete candidate responses
- Taking accurate notes during behavioral interviews
- Managing challenging interview situations professionally
- Practical exercise: simulated behavioral interview

Day 4: Evaluating and Scoring Candidates

- Applying structured scoring rubrics to responses
- Differentiating between strong and weak behavioral evidence
- Calibrating scores across multiple interviewers
- Avoiding common rating errors and biases
- Documenting evidence to support hiring decisions

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- Comparing candidates using consistent criteria
- Case discussion: scoring calibration exercise

Day 5: Panel Interviews and Decision-Making

- Structuring effective panel interview processes
- Assigning competency areas across panel members
- Consolidating panel feedback into hiring decisions
- Communicating interview outcomes to candidates
- Ensuring legal and ethical compliance in interviews
- Continuously improving interview practices
- Final workshop: conducting a mock panel interview

Conclusion

By successfully completing Competency-Based Interviewing, participants will have acquired practical skills in designing behavioral questions, conducting structured interviews, and scoring candidates consistently. They will gain the ability to make fairer, evidence-based hiring decisions that reduce bias and improve selection accuracy. This Training Course, delivered by Gentex Training Center, prepares participants to conduct interviews that identify candidates best suited to organizational needs.

FAQs

Q1 What is the "Competency-Based Interviewing" course about?





This course teaches participants how to design and conduct structured interviews based on behavioral evidence rather than subjective impressions. It covers writing effective questions, applying scoring rubrics, and reducing bias throughout the hiring process.

Q2 What are the key benefits of the "Competency-Based Interviewing" course?

Participants gain the ability to make more accurate, defensible hiring decisions and reduce interviewer bias. These benefits help organizations improve candidate quality, strengthen consistency across interview panels, and reduce costly hiring mistakes.

Q3 What skills will I gain from the "Competency-Based Interviewing" course?

Participants will gain skills in behavioral question design, structured interviewing, candidate scoring, and panel interview coordination. These four core skills enable recruiters and managers to conduct fair, evidence-based interviews.

Q4 What tools, methods, or standards are covered in the "Competency-Based Interviewing" course?

The course covers the STAR technique, the behavioral event interview method, structured scoring rubrics, and competency-based interview guides. These tools give participants practical methods for conducting consistent, bias-reduced interviews.

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Q5 How is the "Competency-Based Interviewing" course applied in real-world practice?

Participants apply interviewing techniques to simulated hiring scenarios, drafting interview guides, conducting mock interviews, and scoring candidate responses. These practices help organizations build reliable, consistent interview processes that improve hiring outcomes.

